



Jackson County United Way

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www.jacsy.org

United Way fights for the health, education, and financial stability of every person in our county.

CERTIFIED PARTNERS

American Red Cross
Anchor House
The Arc of Jackson County
Big Brothers Big Sisters
Boy Scouts of America
Hoosier Trails Council
Boys & Girls Club
Child Care Network
Girl Scouts of Kentuckiana
Girls, Inc.
Head Start
Meals on Wheels
Mental Health America
of Jackson County
Read Jackson County
Salvation Army
Senior Citizens Centers
Brownstown
Crothersville
Freetown
Medora
Seymour 107
Turning Point
Domestic Violence Services

COMMUNITY PROGRAMS

2-1-1
Day of Caring
FamilyWise Prescription
Discount Cards
Free Tax Preparation
MyFreeTaxes.com & VITA
Rock'n Ready
Volunteer Center

December 10, 2018

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: WC Docket No. 18-336 and CC Docket No. 92-105 regarding the National Suicide Hotline Improvement Act of 2018.

Dear Madam,

Jackson County United Way appreciates the opportunity to comment on the current effort undertaken by the Federal Communications Commission to study the feasibility of designating a three-digit number to the National Suicide Hotline and to assess the effectiveness of the current National Suicide Prevention Lifeline. In Jackson County Indiana, our United Way is fighting for the health, education and financial stability by investing in 211, youth success, substance abuse prevention, and senior services.

We acknowledge efforts are needed to create a safe place for all people to call – especially underserved or marginalized populations such as seniors, people with physical or intellectual disabilities, people that identify as LGBTQ+, Veterans, American Natives, non-English speakers, and individuals facing complex problems such as substance/opioid use, human trafficking, and domestic violence. Our organization has a 56 year history of reaching out to the underserved and today we partner with over 13,000 businesses, nonprofit and government agencies, and resident stakeholders to drive systemic changes to solve our community's toughest problems like mental health and crisis.

We encourage the FCC to consider our 211 work here in Jackson County Indiana as a vital partner in increasing access to suicide prevention and intervention services. Since the FCC designation of 211 in 2000, we have invested approximately \$126,000 to the success of 211 and answer 2,472 requests for help each year. Moreover, each year our United Way invests more than \$500,000 in mental health, substance use, health, education, and other financial stability services. These critical investments position us to be key partners in the success of an improved mental health and crisis response system.

Another three-digit code may erode the simplicity of a single point of access for community help. Despite concerted efforts by numerous social services, and multiple hotlines, in our community to educate and market the distinctions, a person in crisis will likely always reach for the most familiar or most accessible number. Our 211 receives calls that are better suited for 911, and our 911 partners often receive calls that we can best answer. We recommend that resources should be invested to improve a unified single point of access with a blended partnership of the National Suicide Prevention Lifeline and United Way's 211 services. We believe in the power of partnership to address gaps, not duplicate services, and will be a valuable partner in the fight against suicide.

You can learn more about our work at www.jacsy.org, and can reach my office for additional questions or discussion at 812-522-5450. Thank you for your time in addressing this important issue and for your consideration.

Sincerely,
Tonja Couch
Executive Director
Jackson County United Way
Seymour Indiana